

In re Application of: Cannavo et al.  
Attorney Docket No.: IFK-002.01

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE****RECEIVED**  
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In re Application of: Cannavo et al. )  
Serial No.: 09/858,134 )  
Filed: May 15, 2001 )  
For: Method and System for Automatically )  
Managing Voice-Based Communications )  
System )

ATTY DOCKET: IFK-002.01

Group Art Unit: 2645

Examiner: Simon P. Sing

AUG 05 2004

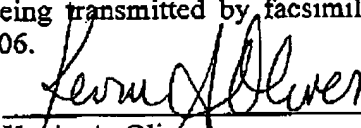
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**CERTIFICATE OF FACSIMILE TRANSMISSION**

I hereby certify that the foregoing document is being transmitted by facsimile to the United States Patent Office, facsimile number: 703-872-9306.

August 5, 2004

Date

  
Kevin A. Oliver

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**RESPONSE TO OFFICE ACTION**

Mail Stop Amendment  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Dear Sir:

In response to the Office Action dated April 5, 2004, Applicants submit the following amendments and remarks.

It is not believed that extensions of time or fees for net addition of claims are required, beyond those which may otherwise be provided for in documents accompanying this paper; however, in the event that additional extensions of time are necessary, then such extensions of time are hereby petitioned under 37 C.F.R. §1.136(a).

The Commissioner is hereby authorized to credit any overpayment or charge any deficiencies to Deposit Account Number 06-1448, Reference IFK-002.01.